

## April 2020 Vetchat promotion terms and conditions

Any advice is general only and has not considered your personal circumstances, so may not be right for you. Cover is subject to the policy terms and conditions. You should consider the relevant Product Disclosure Statement or policy wording available from the relevant provider to decide if a product is right for you. Insurance products are issued by The Hollard Insurance Company Pty Ltd (ABN 78 090 584 473; AFSL 241436) and administered by PetSure (Australia) Pty Ltd (ABN 95 075 949 923; AFSL 420183) through our Authorised Representatives and our distribution partners.

Offer is only available from 9am AEDT Wednesday, 1 April 2020 until 11.59pm AEDT Thursday, 30 April 2020 to policyholders who hold an active pet insurance policy issued by the Hollard Insurance Company Pty Ltd ABN 78 090 584 473; AFSL 241436 and administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923; AFSL 420183. The offer is limited to two (2) veterinary consultations via chat or video link provided by Vetchat Services Pty Ltd (Vetchat) for each eligible policy held. Consultations are subject to Vetchat's General Terms and Conditions and Privacy Policies which are available online at [www.vetchat.com.au](http://www.vetchat.com.au).

Offer not available for Guide Dogs policies purchased prior to 9 December 2017.

Vetchat is a third-party subscription-based service independently operated from that of PetSure and Hollard. By accepting this service, you agree that PetSure and or Hollard cannot be held liable for any damage or loss arising from your reliance on the advice derived from the use of the services offered by Vetchat. This offer is not redeemable for cash and cannot be used in conjunction with any other offer. PetSure reserves the right to withdraw or extend this offer at any time, without notice. Due to high demand PetSure cannot guarantee immediate availability of the service during the period of offer. If you are experiencing difficulties with redeeming this offer, please contact [www.vetchat.com.au](http://www.vetchat.com.au).

Please note in the event of an emergency, you should see your local vet. Vetchat Vets are not able to prescribe medication or provide you with any information about your insurance policy. Any consultations with Vetchat does not guarantee an approved claim.